

# Ed Jacques

*CDE*

**Education:** B.S., Organization Management and Industrial Relations (OMIR), University of Rhode Island; North Kingstown, Rhode Island

## Experience Summary

Mr. Jacques has 29 years of Information Technology (IT) experience in both government and private sectors. He brings a sense of business management to a technically oriented environment. He has extensive experience in managing very large IT organizations as well as oversight for large scale, complex projects. He is an effective leader who has a proven track record of developing motivated teams that consistently accomplish their objectives on schedule, and within budget.

## Employment History

**EDS**

*March 1975 to Present*

*Client Delivery Executive (CDE) –Xerox Account*

*August 1998-Present*

Global Telecommunications Framework Manager (January 2003-Present):

Responsible for customer relationship, contract management and service delivery of all telecommunication services to Xerox on a global basis. Oversaw the transition of all U.S. based telecommunication systems from AT&T to an EDS/MCI based service, saving Xerox several million dollars per year.

Global Compute Framework Manager (August 1998-January 2003)

Responsible for customer relationship contract management and service delivery of all Compute Services to Xerox on a global basis. Provided leadership to the EDS Compute Teams located in several geographies to deliver process improvement and productivity initiatives that resulted in savings to Xerox worth over 10 million dollars. Provided oversight of the Compute Y2K project which resulted in Xerox's transition into the 21<sup>st</sup> century without incident. Completed the negotiation of new service definitions and pricing for a five year contract extension and currently responsible for customer acceptance of the transition plan into the new contract.

*Special Project Operations Manager - Federal Aviation Administration (FAA) April 1995 – August 1998*

Provided leadership to a small team of highly motivated individuals with a very high technical aptitude to deploy a prototype Enterprise Management System designed to monitor the unique equipment, such as radars, that make up our National Air Space. This exciting project used standard telecommunication tools and modified them to meet a unique set of FAA requirements.

*Manager of Information Processing Center (IPC)*

*February 1988-1995*

Managed EDS mega computer centers, referred to in EDS as Information Processing Centers (IPCs).

Provided leadership to technical, administrative, and operational staffs to run high capacity compute factories with a high level of efficiency for as many as 85 EDS clients, including General Motors (GM). This position required skills in technology management, business and finance, personnel, and customer satisfaction. Managed the Northeast IPC for five years and the Government IPC for two years.